

TASK ORDER (TO)

47QFCA19F0047

Military Community and Family Policy (MC&FP) Office

in support of:

Spouse Education and Career Opportunities (SECO)



**Issued to:
Zeiders Enterprises, Inc.
OLM SIN: 738X-500**

Conducted under Federal Acquisition Regulation (FAR) Parts 8

**Issued by:
Federal Systems Integration and Management Center (FEDSIM)
1800 F Street, NW (QF0B)
Washington, D.C. 20405**

February 28, 2019

FEDSIM Project Number DE01031

BASE PERIOD:

MANDATORY FIRM-FIXED-PRICE (FFP) CONTRACT LINE ITEM NUMBER (CLIN)

CLIN	Description	Quantity	Unit	Unit Price	Total FFP
0001	Transition-In (90 days)	(b) (4)	(b) (4)	NA	(b) (4)
0002	Max Call Tier: Base Call Volume (b) (4) Calls Per Month	(b) (4)	(b) (4)	(b) (4)	(b) (4)

MANDATORY LABOR HOUR CLIN

CLIN	Description	Months	Total NTE Ceiling
0003	Virtual Career Counseling Support (online chat, video, web, and social media)	(b) (4)	(b) (4)
0004	Military Spouse Employment Partnership (MSEP) Support	(b) (4)	(b) (4)
0005	Program Management	(b) (4)	(b) (4)

OPTIONAL LABOR HOUR CLIN

CLIN	Description	Months	Total NTE Ceiling
0006	Outreach Career Coach Surge Support	(b) (4)	(b) (4)

COST-REIMBURSEMENT TRAVEL and ODC CLINs

CLIN	Description		Total NTE Price
0007	ODCs (e.g., printing and shipping costs and storage facilities for Government furnished materials in support of the SECO program.)	NTE	(b) (4)
0008	Long-Distance Travel	NTE	(b) (4)

TOTAL BASE PERIOD CLINs:

\$ 7,492,193.78 NTE

FIRST OPTION PERIOD:

MANDATORY FIRM-FIXED-PRICE (FFP) CONTRACT LINE ITEM NUMBER (CLIN)

CLIN	Description	Quantity	Unit	Unit Price	Total FFP
0009*	Max Call Tier: Base Call Volume (b) (4) Calls Per Month	(b) (4)	(b) (4)	(b) (4)	(b) (4)

MANDATORY LABOR HOUR CLIN

CLIN	Description	Months	Total NTE Ceiling
0010	Virtual Career Counseling Support (online chat, video, web, and social media)	(b) (4)	(b) (4)
0011	Military Spouse Employment Partnership (MSEP) Support		
0012	Program Management		

OPTIONAL LABOR HOUR CLIN

CLIN	Description	Months	Total NTE Ceiling
0013	Outreach Career Coach Surge Support	(b) (4)	(b) (4)

COST-REIMBURSEMENT TRAVEL and ODC CLINs

CLIN	Description		Total NTE Price
0014	ODCs (e.g., printing and shipping costs and storage facilities for Government furnished materials in support of the SECO program.)	NTE	(b) (4)
0015	Long-Distance Travel	NTE	

CLIN	Description		Total NTE Price
0020A	Jan+Feb Fixed Price Quote	NTE	(b) (4)

(b) (4)

TOTAL FIRST OPTION PERIOD CLINs:

\$8,209,222.94 NTE

SECOND OPTION PERIOD:

MANDATORY FIRM-FIXED-PRICE (FFP) CONTRACT LINE ITEM NUMBER (CLIN)

CLIN	Description	Quantity	Unit	Unit Price	Total FFP
0016*	Max Call Tier: Base Call Volume (b) (4) Calls Per Month	(b) (4)	(b) (4)	(b) (4)	(b) (4)

MANDATORY LABOR HOUR CLIN

CLIN	Description	Months	Total NTE Ceiling
0017	Virtual Career Counseling Support (online chat, video, web, and social media)	(b) (4)	(b) (4)
0018	Military Spouse Employment Partnership (MSEP) Support		
0019	Program Management		

OPTIONAL LABOR HOUR CLIN

CLIN	Description	Months	Total NTE Ceiling
0020	Outreach Career Coach Surge Support	(b) (4)	(b) (4)

COST-REIMBURSEMENT TRAVEL and ODC CLINs

CLIN	Description		Total NTE Price
0021	ODCs (e.g., printing and shipping costs and storage facilities for Government furnished materials in support of the SECO program.)	NTE	(b) (4)
0022	Long-Distance Travel	NTE	

(b) (4)

TOTAL SECOND OPTION PERIOD CLINs:

\$ 11,106,144.81 NTE

THIRD OPTION PERIOD:

MANDATORY FIRM-FIXED-PRICE (FFP) CONTRACT LINE ITEM NUMBER (CLIN)

CLIN	Description	Quantity	Unit	Unit Price	Total FFP
0023*	Max Call Tier: Base Call Volume (b) (4) Calls Per Month	(b) (4)	(b) (4)	(b) (4)	(b) (4)

MANDATORY LABOR HOUR CLIN

CLIN	Description	Months	Total NTE Ceiling
0024	Virtual Career Counseling Support (online chat, video, web, and social media)	(b) (4)	(b) (4)
0025	Military Spouse Employment Partnership (MSEP) Support		
0026	Program Management		

OPTIONAL LABOR HOUR CLIN

CLIN	Description	Months	Total NTE Ceiling
0027	Outreach Career Coach Surge Support	(b) (4)	(b) (4)

COST-REIMBURSEMENT TRAVEL and ODC CLINs

CLIN	Description		Total NTE Price
0028	ODCs (e.g., printing and shipping costs and storage facilities for Government furnished materials in support of the SECO program.)	NTE	(b) (4)
0029	Long-Distance Travel	NTE	

(b) (4)

TOTAL THIRD OPTION PERIOD CLINs:

\$11,694,595.49 NTE

FOURTH OPTION PERIOD:

MANDATORY FIRM-FIXED-PRICE (FFP) CONTRACT LINE ITEM NUMBER (CLIN)

CLIN	Description	Quantity	Unit	Unit Price	Total FFP
0030	Transition-Out (30 days)	(b) (4)	(b) (4)	NA	(b) (4)
0031*	Max Call Tier: Base Call Volume (b) (4) Calls Per Month			(b) (4)	

MANDATORY LABOR HOUR CLIN

CLIN	Description	Months	Total NTE Ceiling
0032	Virtual Career Counseling Support (online chat, video, web, and social media)	(b) (4)	(b) (4)
0033	Military Spouse Employment Partnership (MSEP) Support		
0034	Program Management		

OPTIONAL LABOR HOUR CLIN

CLIN	Description	Months	Total NTE Ceiling
0035	Outreach Career Coach Surge Support	(b) (4)	(b) (4)

**COST-REIMBURSEMENT TRAVEL, MATERIALS AND EQUIPMENT, and ODC
CLINs**

CLIN	Description		Total NTE Price
0036	ODCs (e.g., printing and shipping costs and storage facilities for Government furnished materials in support of the SECO program.)	NTE	(b) (4)
0037	Long-Distance Travel	NTE	

(b) (4)

TOTAL FOURTH OPTION PERIOD CLINs:

\$ 14,532,083.54 NTE

FIFTH OPTION PERIOD:**MANDATORY FIRM-FIXED-PRICE (FFP) CONTRACT LINE ITEM NUMBER (CLIN)**

CLIN	Description	Quantity	Unit	Unit Price	Total FFP
5031*	Max Call Tier: Base Call Volume (b) (4) Calls Per Month	(b) (4)	(b) (4)	(b) (4)	(b) (4)

MANDATORY LABOR HOUR CLIN

CLIN	Description	Months	Total NTE Ceiling
5032	Virtual Career Counseling Support (online chat, video, web, and social media)	(b) (4)	(b) (4)
5033	Military Spouse Employment Partnership (MSEP) Support	(b) (4)	(b) (4)
5034	Program Management	(b) (4)	(b) (4)

OPTIONAL LABOR HOUR CLIN

CLIN	Description	Months	Total NTE Ceiling
5035	Outreach Career Coach Surge Support	(b) (4)	(b) (4)

NTE TRAVEL and ODC CLINs

CLIN	Description		Total NTE Price
5036	ODCs (e.g., printing and shipping costs and storage facilities for Government furnished materials in support of the SECO program.)	NTE	(b) (4)
5037	Long-Distance Travel	NTE	(b) (4)

T&M OLM CLIN

CLIN	Description		Total NTE Price
5038	Order Level Materials (OLMs)	T&M	(b) (4)

(b) (4)

FIFTH OPTION PERIOD TOTAL:**\$3,473,346****GRAND TOTAL ALL CLINs:****\$56,507,586.56**

CONTRACT CLAUSES

FEDERAL ACQUISITION REGULATION (FAR) AND DEFENSE FEDERAL ACQUISITION REGULATION SUPPLEMENT (DFARS) CLAUSES IN FULL TEXT

FAR 52.204-24 Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment (Dec 2019)

(a) Definitions. As used in this provision—

“Covered telecommunications equipment or services,” “Critical technology,” and “Substantial or essential component” have the meanings provided in clause 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment.

(b) Prohibition. Section 889(a)(1)(A) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2019, from procuring or obtaining, or extending or renewing a contract to procure or obtain, any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. Contractors are not prohibited from providing—

(1) A service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(2) Telecommunications equipment that cannot route or redirect user data traffic or permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(c) Representation. The Offeror represents that—

It [] will, [] will not provide covered telecommunications equipment or services to the Government in the performance of any contract, subcontract, or other contractual instrument resulting from this solicitation.

(d) Disclosures. If the Offeror has responded affirmatively to the representation in paragraph (c) of this provision, the Offeror shall provide the following information as part of the offer

(1) All covered telecommunications equipment and services offered (include brand; model number, such as original equipment manufacturer (OEM) number, manufacturer part number, or wholesaler number; and item description, as applicable);

(2) Explanation of the proposed use of covered telecommunications equipment and services and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b) of this provision;

(3) For services, the entity providing the covered telecommunications services (include entity name, unique entity identifier, and Commercial and Government Entity (CAGE) code, if known); and

(4) For equipment, the entity that produced the covered telecommunications equipment (include entity name, unique entity identifier, CAGE code, and whether the entity was the OEM or a distributor, if known).

(End of provision)

FAR 52.217-8 Option to Extend Services (Nov 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to

prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the contractor within 14 days of Task Order expiration.

(End of Clause)

FAR 52.217-9 Option to Extend the Term of the Contract (Mar 2000)

(a) The Government may extend the term of this contract by written notice to the contractor within seven (7) days of Task Order expiration; provided that the Government gives the contractor a preliminary written notice of its intent to extend at least sixty (60) days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed five (5) years and six (6) months.

(End of Clause)

FAR 52.232 - 40 Providing Accelerated Payments to Small Business Subcontractors (Dec 2013)

(a) Upon receipt of accelerated payments from the Government, the contractor shall make accelerated payments to its small business subcontractors under this contract, to the maximum extent practicable and prior to when such payment is otherwise required under the applicable contract or subcontract, after receipt of a proper invoice and all other required documentation from the small business subcontractor.

(b) The acceleration of payments under this clause does not provide any new rights under the Prompt Payment Act.

(c) Include the substance of this clause, including this paragraph (c), in all subcontracts with small business concerns, including subcontracts with small business concerns for the acquisition of commercial items.

(End of clause)

DFARS 252.232-7007 Limitation of Government's Obligation (Apr 2014)

(a) Contract line item(s) 0016, 0017, 0018, 0019, 0020 and 0021 Option Period 1 funding is increased by \$49,782.45. For this item, the sum of \$13,973,018.93 of the total price is presently available for payment and allotted to this contract. An allotment schedule is set forth in paragraph (j) of this clause.

(b) For item(s) identified in paragraph (a) of this clause, the contractor agrees to perform up to the point at which the total amount payable by the Government, including reimbursement in the event of termination of those item(s) for the Government's convenience, approximates the total amount currently allotted to the contract. The contractor is not authorized to continue work on those item(s) beyond that point. The Government will not be obligated in any event to reimburse the contractor in excess of the amount allotted to the contract for those item(s) regardless of anything to the contrary in the clause entitled "Termination for Convenience of the Government." As used in this clause, the total amount payable by the Government in the event of termination of applicable contract line item(s) for convenience includes costs, profit, and estimated termination settlement costs for those item(s).

(c) Notwithstanding the dates specified in the allotment schedule in paragraph (j) of this clause, the contractor will notify the Contracting Officer in writing at least ninety days prior to the date when, in the contractor's best judgment, the work will reach the point at which the total amount payable by the Government, including any cost for termination for convenience, will approximate 85 percent of the total amount then allotted to the contract for performance of the applicable item(s). The notification will state (1) the estimated date when that point will be reached and (2) an estimate of additional funding, if any, needed to continue performance of applicable line items up to the next scheduled date for allotment of funds identified in paragraph (j) of this clause, or to a mutually agreed upon substitute date. The notification will also advise the Contracting Officer of the estimated amount of additional funds that will be required for the timely performance of the item(s) funded pursuant to this clause, for a subsequent period as may be specified in the allotment schedule in paragraph U) of this clause or otherwise agreed to by the parties. If after such notification additional funds are not allotted by the date identified in the contractor's notification, or by an agreed substitute date, the Contracting Officer will terminate any item(s) for which additional funds have not been allotted, pursuant to the clause of this contract entitled "Termination for Convenience of the Government."

(d) When additional funds are allotted for continued performance of the contract line item(s) identified in paragraph (a) of this clause, the parties will agree as to the period of contract performance which will be covered by the funds. The provisions of paragraphs (b) through (d) of this clause will apply in like manner to the additional allotted funds and agreed substitute date, and the contract will be modified accordingly.

(e) If, solely by reason of failure of the Government to allot additional funds, by the dates indicated below, in amounts sufficient for timely performance of the contract line item(s) identified in paragraph (a) of this clause, the contractor incurs additional costs or is delayed in the performance of the work under this contract and if additional funds are allotted, an equitable adjustment will be made in the price or prices (including appropriate target, billing, and ceiling prices where applicable) of the item(s), or in the time of delivery, or both. Failure to agree to any such equitable adjustment hereunder will be a dispute concerning a question of fact within the meaning of the clause entitled "Disputes."

(f) The Government may at any time prior to termination allot additional funds for the performance of the contract line item(s) identified in paragraph (a) of this clause.

(g) The termination provisions of this clause do not limit the rights of the Government under the clause entitled "Default." The provisions of this clause are limited to the work and allotment of funds for the contract line item(s) set forth in paragraph (a) of this clause. This clause no longer applies once the contract is fully funded except with regard to the rights or obligations of the parties concerning equitable adjustments negotiated under paragraphs (d) and (e) of this clause.

(h) Nothing in this clause affects the right of the Government to terminate this contract pursuant to the clause of this contract entitled "Termination for Convenience of the Government."

(i) Nothing in this clause shall be construed as authorization of voluntary services whose acceptance is otherwise prohibited under 31 U.S.C. 1342.U) the parties contemplate that the Government will allot funds to this contract in accordance with the following schedule:

(End of clause)

FAR CLAUSES INCORPORATED BY REFERENCE:

This notice incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. The full text of a clause may be accessed electronically at www.acquisition.gov.

FAR	TITLE	DATE
52.202-1	Definitions	NOV 2013
52.203-17	Contractor Employee Whistleblower Rights and Requirement to Inform Employees of Whistleblower Rights	APR 2014
52.204-25	Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment	AUG 2019
52.204-19	Incorporation by Reference of Representations and Certifications	DEC 2014
52.222-50	Combating Trafficking in Persons	JAN 2019
52.223-6	Drug-Free Workplace	MAY 2001
52.223-18	Encouraging Contractor Policies to Ban Text Messaging While Driving	AUG 2011
52.225-13	Restrictions on Certain Foreign Purchases	JAN 2008
52.225-25	Prohibition on Contracting with Entities Engaging in Certain Activities or Transactions Relating to Iran--Representation and Certifications	AUG 2018
52.232-39	Unenforceability of Unauthorized Obligations	JUN 2013
52.233-3	Protest after Award	AUG 1996
52.246-4	Inspection of Services - Fixed-Price	AUG 1996
52.246-6	Inspection -Time-and-Material and Labor-Hour	MAY 2001
52.252-2	Clauses Incorporated by Reference	FEB 1998
52.252-6	Authorized Deviation in Clauses	APR 1984

DFARS CLAUSES INCORPORATED BY REFERENCE:

DFARS	TITLE	DATE
252.201-7000	Contracting Officer's Representative	DEC 1991
252.203-7000	Requirements Relating to Compensation of Former DoD Officials	SEP 2011
252.203-7002	Requirement to Inform Employees of Whistleblower Rights	SEP 2013
252.203-7005	Representation Relating to Compensation of Former DoD Officials	NOV 2011
252.204-7003	Control of Government Personnel Work Product	APR 1992
252.204-7008	Compliance with Safeguarding Covered Defense Information Controls	OCT 2016
252.204-7012	Safeguarding Covered Defense Information and Cyber Incident Reporting	OCT 2016
252.204-7015	Notice of Authorized Disclosure of Information for Litigation Support	MAY 2016

DFARS	TITLE	DATE
252.222-7007	Representation Regarding Combating Trafficking in Persons	JAN 2015

**252.223-7999 Ensuring Adequate COVID-19 Safety Protocols for Federal Contractors
(Deviation 2021-O0009)**

**ENSURING ADEQUATE COVID-19 SAFETY PROTOCOLS FOR FEDERAL CONTRACTORS
(DEVIATION 2021-O0009) (OCT 2021)**

(a) *Definition.* As used in this clause –

United States or its outlying areas means—

- (1) The fifty States;
- (2) The District of Columbia;
- (3) The commonwealths of Puerto Rico and the Northern Mariana Islands;
- (4) The territories of American Samoa, Guam, and the United States Virgin Islands; and
- (5) The minor outlying islands of Baker Island, Howland Island, Jarvis Island, Johnston Atoll, Kingman Reef, Midway Islands, Navassa Island, Palmyra Atoll, and Wake Atoll.

(b) *Authority.* This clause implements Executive Order 14042, Ensuring Adequate COVID Safety Protocols for Federal Contractors, dated September 9, 2021 (published in the Federal Register on September 14, 2021, 86 FR 50985).

(c) *Compliance.* The Contractor shall comply with all guidance, including guidance conveyed through Frequently Asked Questions, as amended during the performance of this contract, for contractor or subcontractor workplace locations published by the Safer Federal Workforce Task Force (Task Force Guidance) at <https://www.saferfederalworkforce.gov/contractors/>.

(d) *Subcontracts.* The Contractor shall include the substance of this clause, including this paragraph (d), in subcontracts at any tier that exceed the simplified acquisition threshold, as defined in Federal Acquisition Regulation 2.101 on the date of subcontract award, and are for services, including construction, performed in whole or in part within the United States or its outlying areas.

(End of clause)

**GENERAL SERVICES ADMINISTRATION ACQUISITION MANUAL (GSAM),
CLAUSES INCORPORATED BY REFERENCE**

The full text of a provision may be accessed electronically at the GSAM website:

<https://www.acquisition.gov/gsam/gsam.html/>

GSAM	TITLE	DATE
552.204-9	Personal Identity Verification Requirements	OCT 2012
552.232-25	Prompt Payment	NOV 2009
552.238-115	Special Ordering Procedures for the Acquisition of Order-Level Materials (OLMs)	APR 2022

DEPARTMENT OF DEFENSE/MILITARY COMMUNITY AND FAMILY POLICY

(MC&FP) CLAUSES:

Data Use, Disclosure of Information, and Handling of Sensitive Information

The contractor shall maintain, transmit, retain in strictest confidence, and prevent the unauthorized duplication, use, and disclosure of sensitive information. The contractor shall provide information only to employees, contractors, and subcontractors having a need to know such information in the performance of their duties for this project.

- a. Anything made available to the contractor by the Government for the performance or administration of this effort shall be used only for those purposes and shall not be used in any other way without the written agreement of the CO.
- b. If public information is provided to the contractor for use in performance or administration of this effort, the contractor, except with the written permission of the CO, may not use such information for any other purpose. If the contractor is uncertain about the availability or proposed use of information provided for the performance or administration, the contractor shall consult with the COR regarding use of that information for other purposes.
- c. Contractor agrees to assume responsibility for protecting the confidentiality of Government records which are not public information. Each officer or employee of the contractor to whom information may be made available or disclosed shall be notified in writing by the contractor that such information may be disclosed only for a purpose and to the extent authorized herein.
- d. Performance of this effort may require the contractor to access and use data and information proprietary to a Government agency or Government contractor which is of such a nature that its dissemination or use, other than in performance of this effort, would be adverse to the interests of the Government and/or others.
- e. Contractor and/or contractor personnel shall not divulge or release data or information developed or obtained in performance of this effort, until made public by the Government, except to authorize Government personnel or upon written approval of the CO. contractor shall not use, disclose, or reproduce proprietary data that bears a restrictive legend, other than as required in the performance of this effort.

- f. Nothing herein shall preclude the use of any data independently acquired by the contractor without such limitations or prohibit an agreement at no cost to the Government between the contractor and the data owner which provides for greater rights to the contractor.
- g. Under the provisions of the Rights in Data General Clause (52.227-14), all data received, processed, evaluated, loaded, and/or created as a result of this contract order shall remain the sole property of the Government. The Government reserves all rights, including copyrights, distribution rights, and other rights for all documents, data or software developed in the performance of this Task.
- h. Contractor shall meet all Information Assurance requirements in accordance with the most current DoD 8500 series of Instructions.

1.0 INTRODUCTION

The Department of Defense (DoD) requires a contractor to provide staffing, technical, administrative, and direct services in support of the DoD Spouse Education and Career Opportunities (SECO) Program. This program is the primary source of education, career, and employment coaching for all military spouses including those who are seeking post-secondary education, training, licenses and credentials needed for portable career employment, referred to in this PWS as “Participant(s).” This program is comprised of four lifecycle stages: Career Exploration; Education, Training, and Licensing; Employment Readiness; and Career Connections.

A contractor is required to support three key functional areas of the SECO Program: SECO Spouse Career Center, Military Spouse Employment Partnership, and the My Career Advancement Account Scholarship.

It is understood that this is a dynamic environment encompassing quality of life support systems for military members and their dependents. Therefore, the intent is to have a flexible contract that allows the Government to quickly address changing social dynamics, educational requirements, and/or military missions. The evolving needs of the Participants may drive adaptation of SECO services to satisfy such in a rapidly changing environment. Participant needs require a contractor to employ a broad range of resources to quickly adjust based on demand signals.

2.0 SCOPE OF WORK

The scope of the SECO program encompasses development and delivery of resources, business processes, personnel, materials, training, equipment, and technology necessary to provide military spouses with (1) Career coaches for initial intake/needs assessments, planning sessions and follow-up services; (2) Government approved post-secondary sources of education that provide spouses with degrees, licenses and credentials, along with the My Career Advancement Account (MyCAA) Scholarship for eligible spouses; (3) Military Spouse Employment Partnership (MSEP) and federal employers who have committed to hire them into job openings posted on the MSEP Career Portal, the USAJobs web portal and promoted at military friendly career and job fairs; and (4) Assisting spouses transitioning in and out of the military.

Communications and Information Technology (IT) support are NOT required for the following: web articles drafted for the MySECO website, collateral materials such as fact sheets and fliers, webinar hosting, communication planning, development of communication tactics, and maintenance and development of the MySECO website. However, Tier 1 support is required for spouses accessing the MyCAA website and applications during the hours the Coaches or Advisors are working. A checklist will be provided by the Government to facilitate the support.

The contractor shall provide subject matter expert review of content focused on military spouse education and employment.

The contractor shall collaborate with the IT contractor in support of SECO contract staff access to MySECO and in support of web development from a military spouse employment subject matter expert perspective.

3.0 BACKGROUND

MILITARY SPOUSES

Currently, there are 1.1 million military spouses, 91 percent of whom are women. The average age of a military spouse is 30 years old. Because of the unique demands of deployment and military relocations, military spouses frequently find themselves in the role of single working parent with unique requirements for work-life balance.

Despite the demands of their mobile military life, military spouses are strong contributing partners in their military marriages. Eighty-five percent report they want or need to work to help make ends meet, to meet work-life goals, and to provide their families with a good quality of life. Unfortunately, military families relocate 14 percent more frequently than their civilian counterparts with military moves occurring every 24-36 months. This creates barriers for military spouses who are searching for employment and trying to maintain their career status. The unacceptable outcome for military spouses is an unemployment rate of 24 percent.

Employers who have hired military spouses know they are a powerful asset to the American workforce. Eighty-four percent of military spouses have some college, 25 percent have a bachelor's degree, and 10 percent have professional or graduate degrees, making them more highly educated than their civilian counterparts. This higher level of education has made them more competitive in the job market, but has not produced better salaries. In fact, the contrary is true. Military spouses experience a significant wage gap, earning 25 percent less than their civilian counterparts.

For purposes of the SECO Program, military spouse is defined as spouses who possess a valid DoD identification (ID) card of active duty Air Force, Army, Marine Corps, Navy, Coast Guard (except MyCAA Scholarship), National Guard, and Reserve members; spouses of service members who have been separated for up to 365 days; and surviving spouses of service members who die while on active duty who remain un-remarried and who possess a valid ID.

SECO PROGRAM

SECO services are accessed and branded through the Military OneSource (MOS) program. MOS is the branded Employee Assistance Program for DoD military beneficiaries. MOS provides information, referral and non-medical counseling through a call center and web presence delivered by a separate contract with DoD. The SECO contractor will be expected to work closely with the Government to ensure that beneficiaries perceive no distinction in service between MOS and SECO services.

The SECO program offers comprehensive education, career and employment services to all military spouses through: SECO Coaching Services, the MySECO web presence, the Education, Training and Licensing component and the MSEP component. SECO goals are to reduce and eliminate the biggest barriers facing military spouses today: the 24 percent unemployment rate they experience and the 25 percent pay gap when compared to salaries of their civilian counterparts.

SECO Coaching Services are designed to help spouses explore their portable career interests, find education, training and financial assistance for which they are eligible to assist in reaching their career goals, become career ready, and connect with employers who want to recruit, hire, promote and retain them.

PERFORMANCE WORK STATEMENT (PWS)

SECO is a spouse-centric program that encourages spouses to access any of the four career lifecycle stages at any point within their career lifecycle. The lifecycle stages consist of the following:

- a. Career Exploration: Offers assistance with identifying career interests, aptitudes, and goals, portable careers, high growth occupations, salaries and benefits, geographic factors, flexible work options, and self-assessments (e.g. skills, values, etc.).
- b. Education, Training, and Licensing: Offers assistance with identifying career education and training requirements; service providers; state occupational licensing and credentials requirements; and financial aid resources including scholarships and other sources of financial assistance provided by referral resources. My Career Advancement Account (MyCAA) Scholarship assistance includes, but is not limited to:
 - i. Determination and documentation of Participant eligibility
 - ii. Creation of individual MyCAA Scholarship accounts
 - iii. Review and approval of Participant education and training plans; and financial assistance documents within fourteen (14) business days
 - iv. Participants ineligible for MyCAA Scholarships are coached on other sources of financial aid, to include federal, state and private sources. MyCAA Scholarship and additional sources of financial assistance information can be found on the MyCAA website at: <https://mycaa.militaryonesource.mil/mycaa>.
- c. Employment Readiness: Offers assistance with resume preparation, interview techniques, networking, job search skills, dressing for success, balancing work-life demands, referrals for child care and transportation, flexible work options, etc.
- d. Career Connections: Offers assistance with linking to federal employers and military friendly employers who want to recruit, hire, promote, and retain them. Includes referrals to the DoD MSEP, <https://myseco.militaryonesource.mil/portal/msep/jobsearch>, job fair schedules, www.USAjobs.gov, and staff from installation Family Support Centers, Spouse Employment Assistance Programs, Transition Assistance Programs (to include the Military Spouse Transition Program (MySTeP)), and Wounded Warrior Programs.

With Education, Training, and Licensing offers coaching and resources for spouses to choose the right education program and find the resources to reach their career goals. As part of this component, the DoD manages a scholarship program that awards a scholarship of \$4,000 per spouse for spouses in junior pay grades (E1-E5, W1, W2 and O1-O2) who want to acquire an Associate's degree, license, or credential needed for portable career employment. There are approximately 330,000 spouses eligible to use the scholarship program as part of their comprehensive Career Plan developed under the SECO Program.

Service members with more than six years of active duty service may choose to transfer all or a portion of their Post 9/11 Education Benefits to their spouse or children. Additional sources of financial assistance are also available to all military spouses. This information is delivered through SECO Coaching Services (1-800-342-9647) and via the Information and Resource Section of the MyCAA Scholarship Account website (<https://mycaa.militaryonesource.mil/mycaa>).

The MSEP is a partnership between the Department of Defense and companies and organizations which highlight career opportunities and paths to portable careers for military spouses.

Additionally, a transition resource will be launched in 2019 offered through the SECO program called Military Spouse Transition Program (MySTeP). This resource focuses on specific transition resources for military spouses when and where they need it. MySTeP provides specific resources for new spouses, mid-career spouses, and transitioning spouses through both a face-to-face and virtual delivery. This information is promoted through SECO Coaching Services.

4.0 APPLICABLE DOCUMENTS AND REFERENCES

The following Appendices provide applicable information, a program briefing, documents, and references required to carry out work tasks contained in this PWS.

- a. Appendix A: SECO Program Briefing
- b. Appendix B: SECO Technical References
- c. Appendix C: Reporting Requirements
- d. Appendix D: Glossary of Terms
- e. Appendix E: Government-Approved Outbound Call Categories for SECO Advisors and Coaches

5.0 REQUIREMENTS FOR SPOUSE EDUCATION AND CAREER OPPORTUNITIES (SECO) PROGRAM

The Spouse Education and Career Opportunities (SECO) Program includes, but is not limited to:

- a. Spouse Career Center operations providing expert information and referral services
- b. Coaching services
- c. Tier 1 IT support for MyCAA spouses
- d. Platforms to deliver coaching services telephonically and virtually
- e. Vetting of employers
- f. Administration of the MyCAA Scholarship and MSEP
- g. Event support and program administration and development
- h. Information and referrals and coaching services to cover the full range of SECO topics and resources in both the military and civilian sectors to include MySTeP
- i. SECO services provided to Participants located both in the Continental United States (CONUS) and Outside the Continental United States (OCONUS)

SECO provides professional and technical expertise in the areas of military spouse education, careers and employment, as required by the Government. SECO Coaches shall work with MOS Consultants who are available 24/7, to provide expert consultation, education, information, and referral services on a broad array of quality of life topics. The Spouse Career Center shall use Government provided communications and marketing materials for distribution to military spouses.

SECO services are consultative in nature. Solicitation for professional services outside of this contract, or referral to additional services offered by the contractor outside of this contract, such as professional resume writing, recruiting services, etc., of any type, is prohibited under this contract.

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The SECO Spouse Career Center will be staffed from 7:00 AM until 10:00 PM Eastern Standard Time Monday through Friday and from 10:00 AM until 5:00 PM Eastern Standard Time on Saturday to include federal holidays and consist of telephonic and virtual delivery of services, web operations and online resources for coaching lifecycle stages. Services supporting SECO's Spouse Career Center shall include recruiting, hiring, training and managing a credentialed, professional staff, maximizing the use of military spouses, wounded warriors and veterans to provide the following:

- a. Expert consultation, coaching, referrals and education on a wide array of education and portable career topics
- b. Recruitment, vetting, administration, and support of MSEP Partners
- c. Documentation of business applications and processes to be provided to the Government
- d. Back-up operations and surge handling
- e. Developing or utilizing technological infrastructure necessary to integrate and operate phone centers which use Government provided case management systems, information management systems (e.g., databases) and web portal content management systems; and refreshing the technology used to maintain state-of-the-art functionality

The contractor shall analyze and provide recommendations to solve problem areas and overall deficiencies in SECO program operations and factors or conditions necessary to enhance readiness and increase Service member retention through increased spouse satisfaction with spouse education, careers and employment as well as the overall military lifestyle.

The contractor shall provide access to telephone and Internet services that meet the standards of Section 508, Amendment to the Rehabilitation Act of 1973.

The contractor shall provide security to protect the confidentiality, integrity, and availability of data in accordance with all applicable federal laws, regulations, policies, and industry standards in accordance with appropriate access control, comprehensive intrusion detection, comprehensive virus protection, formal incident response procedures, vulnerability monitoring and mitigation, and third party security assessments to ensure ongoing effectiveness.

The contractor shall ensure all data collection and storage systems that provide for DoD level information and system security protect the confidentiality, integrity, and availability of data in order of precedence with all applicable federal laws, DoD regulations and policies, state laws, and industry standards. Contractor shall ensure that all electronic data collection and storage systems are designed with access control, comprehensive intrusion detection, and comprehensive virus protection. Contractor shall develop and implement formal incident response procedures, vulnerability monitoring and mitigation.

The contractor's technical infrastructure and telecommunication capabilities shall support operations to receive both CONUS and OCONUS calls, including taking messages after normal office hours.

The contractor shall provide all resources and development of resources, processes, personnel, materials, training, equipment, and technology necessary to provide Participants with unrestricted access (via toll-free telephone and online/internet to include the SECO Live Chat and Video Coaching Initiative) to stateside and international career information, referral and coaching services available through a centralized source.

6.0 MISSION REQUIREMENTS

6.1 MILITARY SPOUSE EMPLOYMENT PARTNERSHIP (MSEP) PROGRAM OBJECTIVE

The Military Spouse Employment Partnership is made up of more than 390 partners that represent a diverse portfolio. Though the majority of the partners are employment partners some primarily provide resources for military spouses and their families. As the partnership continues to grow, the needs of the partners evolve based on the size of the company, hiring needs, company culture and other factors. Therefore, personnel should be adaptive to the needs of the MSEP Partner.

The contractor shall provide staff that is responsible for vetting and recommendations for approval, enrollment, participation, recognition, support and general communication. Staff must have at a minimum a Bachelor's degree with four (4) years of military program or corporate experience, preferably in Human Resources, Business Administration, or Professional Development and knowledge of the mobile military culture and lifestyle. In addition to the MSEP Contract Lead listed under Key Personnel, staff is required to fill the following roles in support of the partnership:

- a. Communication Specialist- Ensures communication promotional materials are at events. Coordinates logistics including calendar invitations for quarterly webinars, pulls various ad hoc reports in the tracking system as provided by Government (currently the SECO Administrative Portal (SAP)) and creates and sends monthly MSEP talking points. Conducts other webinars on an ad hoc basis. Creates travel documents for review.
- b. Potential Partner Specialist- Conducts vetting for new MSEP partners including pre-interviews and official interviews set up for the DoD SECO team. Records and documents information collected during those interactions. Answers calls and returns communication from companies interested in becoming MSEP partners and other inquiries submitted through the MSEP Career Portal. Conducts a new partner orientation along with Government personnel. Enters communication engagement into a tracking system (currently SAP).
- c. Outreach Specialist- Attends outreach military spouse events in person as well as virtual events. Participates in planning sessions for outreach events and enters communication information into a tracking system (currently SAP). Also creates after trip reports after attending outreach events.
- d. Installation Specialist- Maintains communication with installation POCs and fosters relationship building. Makes the connections and provides introductions for partners with employment initiatives and opportunities. Provides installations with information as it pertains to SECO and the DoD. Enters communication engagement into a tracking system (currently SAP).
- e. MSEP Partner Specialist- Communicates with MSEP partners as needed. Is capable of responding to any MSEP partner and is not limited by region or industry sector. Serves as a liaison to make spouse employment connections. Focuses on relationship building with partners across the partnership while answering questions and providing updated information. Enters communication engagement into a tracking system (currently SAP) including company information for the Partner Directory.

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6.1.1 Contractor shall collaborate with the Government to continue to update and implement a strategy for recruitment, vetting, on-boarding, education, orientation and training of potential and current MSEP Partners with special emphasis on helping them understand military culture, the value of military spouse employees, and how to recruit, hire, promote and retain them.

6.1.2 MSEP Partner Employers and potential employers will have access to the Potential Partner Specialist responsible for facilitating partner recruitment, vetting and approval, enrollment, participation, recognition, support and general communication through the existing dedicated toll-free telephone number, to be purchased from the incumbent contractor. The Government desires that the Potential Partner Specialist be the first contact with any potential partners.

6.1.3 Calls outside of SECO operating hours will be tracked through individual staff voice mail and/or a voice messaging system approved by the Government to ensure compatibility, catalogued for data purposes and returned by staff within the next business day.

6.1.4 The contractor shall identify and train potential new MSEP Partner Employers, to expand the Military Spouse Employment Partnership (MSEP) initiative.

6.1.5 The contractor shall collaborate with the Government to implement an expedited approval process, recognition program and re-certification process for MSEP Partners.

6.1.6 The contractor shall draft and prepare reports, correspondence, briefings and information papers, as requested by the Government.

6.1.7 The contractor shall work with the Government to update and maintain MSEP-related program information on Government provided online web portals (e.g. MySECO, MyCAA, MOS Spouse Career Center and MSEPJobs).

6.1.8 The contractor shall identify, develop and measure MSEP Partner relationships and program metrics, including tracking spouse hires among MSEP Partners for inclusion in recurring and ad hoc reports. (See Attachment R)

6.1.9 The contractor shall provide a storage and fulfillment room for Government Furnished Materials in support of the MSEP Program. The costs associated with this facility will be invoiced as an Other Direct Cost (ODC) on a cost reimbursable basis.

6.2 SECO COACHING OBJECTIVE

The SECO coaching objective is to provide educational, career, and employment coaching on education sources and portable careers and occupations to include education and training requirements; opportunities for online and distance education and training; consumer awareness tools for school selection and financial assistance package decision making; school admission requirements; salary potential and projected geographic growth of career fields and occupations; portability of career choices; state, local, and federal occupational licensing and credentialing requirements and associated costs; and assistance with resume preparation using the MySECO website resume builder and other Government approved tools.

- a. SECO Education And Career Advisors – The contractor shall provide Spouse Education and Career Advisors who possess, at a minimum, a Bachelor's degree with at least four (4) years' experience in education, career or employment counseling. A preferred qualification would include a current credential issued by one of the following: the National Association for Workforce Development Professionals (NAWDP); the Certified

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Workforce Development Professional (CWDP) credential; **Certified Career Counselor (CCC) certification**; the National Board for Certified Counselors (NBCC); or the National Certified Counselor (NCC) credential.

- b. SECO Education And Career Advisors – The contractor shall provide Spouse Education and Career Advisors who possess, at a minimum, a Bachelor's degree with at least four (4) years' experience in education, career or employment counseling. A preferred qualification would include a current credential issued by one of the following: the National Association for Workforce Development Professionals (NAWDP); the Certified Workforce Development Professional (CWDP) credential; the National Board for Certified Counselors (NBCC); or the National Certified Counselor (NCC) credential.
- c. SECO Career Coaches –The contractor shall provide Career Coaches who possess, at a minimum a Master's degree with at least four (4) years' experience in education, career and/or employment coaching. Career Coaches must have a current credential issued by one of the following
 - the National Association for Workforce Development Professionals (NAWDP); the Certified Workforce Development Professional (CWDP) credential; the National Board for Certified Counselors (NBCC); or the National Certified Counselor (NCC) credential

The contractor will receive and facilitate calls from military spouses who will access SECO Career Coaches through direct connection from the MOS program. The MOS Call Center triage team will identify military spouses seeking assistance with career exploration, education and training, employment assistance, employment, and work-life goals and transfer those calls via live hand-off to SECO Advisors and Coaches during SECO operating hours. The contractor is expected to transfer calls back to MOS for spouses in need of services provided by MOS.

The contractor will also receive and facilitate calls from Service Providers (e.g. Government staff working in family services programs at the installation level of unit leadership) accessing SECO Education and Career Advisors and Career Coaches through direct connection from the MOS program as described above for management consultation to include information and referral for spouses that are provided services through individual installations.

The contractor will use a Government provided case management system, client profiles and accounts, and contribute to summarize records of client contacts each time SECO staff are contacted via email or telephone. When a SECO client profile and account is opened, the Participant gives his or her electronic permission for DoD to collect and maintain required information that can be shared with SECO staff and partner organization officials who are responsible for SECO service delivery and resource provision (e.g., MyCAA funding; SECO Scholarship Account Profile, education and training plans, financial assistance requests, and student grades; and MSEP Spouse Profile providing access to resumes to employers with posted job openings).

The MOS Call Center triage team will take a live message from an active switchback using the Government provided case management system messaging queue during hours in which SECO is closed.

SECO staff will return messages within the next three business days.

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Education and Career Advisors shall, at a minimum:

- a. Receive initial calls from Participants, via live hand-off from MOS, during SECO Spouse Career Center office hours;
- b. Provide information and referral services to Participants;
- c. Schedule career consultations for in-depth coaching with a SECO Career Coach;
- d. Manage incoming live chats from Participants;
- e. Provide Tier 1 Support to MyCAA spouses; and
- f. Approve Spouse Education and Training Plans.

Career Coaches shall, at a minimum:

- a. Provide coaching services telephonically, in-person at events as directed by the Government, and virtually through the MySECO web presence and other web-based platforms to include live chat and video coaching as directed by the Government;
- b. Provide Tier 1 support to MyCAA spouses;
- c. Provide educational materials as coordinated with the Government;
- d. Provide military spouses with the opportunity to work with the same career coach over time;
- e. Provide online career coach-led spouse cohorts around topics related to career development;
- f. Provide at least three types of services to include intake assessments, information and referrals, and career consultations for those Participants requiring enhanced career and education services;
- g. Incorporate information and resources to enhance spouses' well-being in support of their career goals;
- h. Provide timely support to respond to military spouse needs on social media and online including LinkedIn, Facebook, and MySECO as directed by the Government;
- i. Serve as the primary government source of assistance for military spouses regarding education and career development throughout the military lifecycle; and
- j. Serve as the central source of information regarding federal, state and local occupational licenses and credential requirements for military spouses in portable occupations and career fields nationwide.

6.2.1 Career Coaches shall provide Participants with information on SECO Support Services. They will collaborate with the Military Services (Army, Navy, Air Force, Marine Corps and Coast Guard) program managers and service providers in providing needed support to eligible Participants. Focus shall be on, but is NOT limited to, high growth portable career fields such as: health care, information technology, education, and childcare.

6.2.2 Career Coaches shall work collaboratively with each Participant as appropriate in development of an individualized recorded assessment-based education, training, employment and career plan that is flexible, and designed to meet the Participant's work-life goals known as the My Individual Career Plan (MyICP). Career coaches will provide Participant job seekers with current labor market information consistent with their education and career goals and assistance in registering for the MSEP Career Portal.

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6.2.3 The contractor shall implement and recommend improvements to an intake and needs assessment process that identifies each Participant's individual needs. This intake will include at a minimum, the use of technology to assess and record the Participants' needs and goal development.

6.2.4 The contractor shall assess opportunities to improve the MyICP offered through the MySECO website with the goal of increasing Participant engagement. The MyICP is the individualized plan for goal development for Career Coaches' use for each Participant.

6.2.5 Career Coaches shall identify, recommend and utilize Government approved tools with Participants to determine interests, aptitudes, and strengths; relevant life experiences; prior formal and informal work experience; employment and career goals; training and education needed to meet their goals; cost of education and training; identification of financial aid sources and assistance with applications for financial aid; individual required ancillary needs such as transportation and child care; and, options for self-employment. Individual assessments must consider geographic location and local labor market conditions.

6.2.6 Career Coaches will provide Participants with guidance on the use of the internet to search for and obtain portable career employment; to find professional credentialing and licensing requirements; develop interview skills and prepare for job interviews; find relevant information on occupations, salaries and benefits; and provide assistance with career planning and transitions.

6.2.7 For all MyCAA Scholarship Participants who have not already completed an undergraduate degree or worked in the field of their education, Career Coaches shall provide a career consultation, using technology and direct communication. This consultation will consist of a review of the Participant's MyICP, at a minimum.

6.2.8 The contractor, collaborating with DoD, shall review and update as necessary existing protocols and scripts for use by SECO Career Coaches in communicating with Participants regarding the full range of SECO services to include career exploration, education, training, and licensing, employment readiness and referral to employment sources such as MSEP, USAjobs.gov and job fairs.

6.2.9 The contractor's staff shall make outbound calls, as needed, to specific SECO targeted, eligible individuals and to groups that serve and support them. SECO Career Coaches and Advisors shall only make outbound calls for purposes that are approved by the Government. The contractor's telephone system shall track outbound calls for each of the categories approved by the Government. Customer service and follow-up calls will be made to Participants and partner employers to ensure that services delivered meet caller requirements, needs and expectations. Approval to call back must be obtained from the caller on their original inbound call for assistance.

7.0 OUTREACH SERVICES

7.1 OUTREACH OF MSEP PARTNERS, ARMED SERVICES AND INSTALLATIONS

7.1.1 The contractor shall interface with MSEP Partners and military service spouse employment readiness personnel both virtually and, at the direction of the Government, at industry conferences and events, military installations, corporate headquarters, and other venues.

7.1.2 The contractor shall increase promotion and awareness of MSEP and the SECO Program as a whole, at the direction of the Government, utilizing installation and virtual job fairs, training conferences and job fairs sponsored or supported by states, industry, employment program managers, service providers and MSEP Partner Employers.

7.1.3 The contractor shall develop relationships with corporate, national, regional and local human resource personnel in support of MSEP goals to expand the program at installation level.

7.1.4 The contractor shall ensure the sharing of SECO , MSEP and Military OneSource (MOS) related information regarding support services and programs, upcoming training opportunities, and resources with military spouses and when appropriate with Services' employment readiness programs and installation personnel.

7.1.5 The contractor shall participate in selected job fairs, partner signing and induction ceremonies, and MSEP briefings, conferences, meetings and events, and virtual events to include webinars as directed by the Government.

7.1.6 The contractor shall assist SECO with the execution of a Strategic Initiatives Group (SIG). The SIG consists of a core team of Contractor staff to help the DoD SECO Program Management Office develop and coordinate program initiatives among stakeholder groups; facilitate integration across the MC&FP enterprise; engage stakeholders to raise awareness about military spouse issues. Educate them on the benefits and resources available, establish buy-in, and create advocacy for military spouses and the SECO program. In addition, the SIG assists with strategic planning and thought leadership; research and evaluation; strategic analysis and synthesis; key engagement and change management for initiatives; and communication and strategic messaging. The SIG operates with a small, focused core team to expedite initiatives within the SIG's scope of expertise. The SIG responds to the Government's request with a definition of the issue, a proposal on how to address the issue, and an estimated level of effort and resources required to accomplish the task. Upon the Government's review and approval, the SIG would then move forward in coordination with the proposed implementation plan or study with the appropriate action agency.

7.2 MEETINGS, CONFERENCES AND EVENT SUPPORT

7.2.1 The contractor shall conduct a kick-off meeting estimated within (10) ten working days of award. The Government does not want an elaborate orientation briefing nor does it expect the contractor to expend significant resources in preparation for this briefing. The intent of the briefing is to initiate the communication process between the Government and contractor by introducing key task participants and explaining their roles, reviewing communication ground rules, and assuring a common understanding of subtask requirements and objectives.

The kick-off meeting shall be held at the Government's facility or another designated location and the date and time will be mutually agreed upon by both parties.

The completion of this meeting will result in the following:

- a. Introduction of both contractor and Government personnel performing work under this Task Order.
- b. The contractor shall demonstrate confirmation of their understanding of the work to be accomplished under this PWS.

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7.2.2 The contractor shall provide administration and support for approximately thirty meetings annually to be held via conference call, webinar, virtual teleconference, or in person, as directed by the Government. Contractor will coordinate support for these meetings to include agenda preparation, and providing support materials (e.g., briefing slides, issue papers, working documents, etc.). The contractor shall be responsible for meeting minutes for each group meeting and provide the minutes to the Government within three business days following the meeting.

7.2.3 For all SECO sponsored conferences, the contractor will participate in initial conference planning meetings with the Government SECO Program staff to define conference expectations; mission and goals; gather information about required support services; gain an understanding of the start-up process; set the conference schedule; and discuss logistical considerations the Government.

7.2.4 The contractor shall participate in a quarterly planning meeting with the Government to coordinate all meetings, conferences, Spouse Ambassador Events, and similar events for the comprehensive DoD SECO Program and to address issues and needs associated with the master schedule of meetings, conferences and events.

7.2.5 The contractor shall collaborate with the Government to augment current content and provide updated content and facilitation of virtual webinars and in-person SECO briefings and trainings at the direction of the Government.

7.2.6 The contractor shall develop web-based information, webinar content webinar facilitation, curriculum and materials for New Partner Orientation Training and On-boarding Process which facilitates the achievement of Partner Employer MSEP Statement of Support commitments at the direction of the Government.

7.2.7 The contractor shall facilitate consistent and quality delivery of information and resources to geographically dispersed military families using different media venues, as approved by the Government.

7.2.8 The contractor shall provide drafts of all planning correspondence (registration information, invitations, letters, etc.) to the Government for approval.

7.2.9 The contractor shall plan and coordinate no more than two MSEP Partner Meetings annually, to be held at a location determined by the Government, with anticipated attendance of up to 500 participants at each meeting. Partner meetings are held to welcome new MSEP Partners, update existing Partners on program changes, and to discuss issues and/or proposed program changes that may require MSEP Partner buy-in. Partners will also be recognized for exemplary best practices in their efforts to hire or provide career continuation opportunities. Contractor support for these meetings shall include, but not be limited to, the following:

- a. Identify and coordinate conference participant information for up to 500 participants.
- b. Coordinate with the Government SECO Program Office to establish date based on number of days and attendees.
- c. Conduct monthly in-progress reviews with the Government to report on progress and required decision points.
- d. Be responsible for recording and preparing meeting minutes for distribution. The final copy shall be submitted to the Government within three business days following the MSEP Partner Meeting.

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- e. Perform pre-registration communication, distributions, and registration. Perform on-site conference registration, including contractor procured/produced name badges for up to 500 participants.
- f. Be responsible for assembling a participant roster alphabetically by participant lastname, organizational address, office telephone number (both commercial and DSN) and e-mail address. Roster shall be available for Government distribution at the MSEP Partner meetings and semi-annual conferences.
- g. Be responsible for assembling a Partner Directory alphabetically by company name, organizational address, office telephone number (both commercial and DSN) and e-mail address. Roster shall be available for Government distribution at the MSEP Partner meetings and semi-annual conferences.
- h. Create and distribute meeting materials (program and poster designs, briefings, charts, info papers, messages, curriculum, registration, attendee lists, travel arrangements, agendas, etc.) logistics, and coordination of all conference planning details with the Government. Materials shall be shipped to the designated location NLT 5 days prior to actual meeting dates.
- i. Partner Signing Ceremonies may be included as part of the Partner Meeting and shall be coordinated by the contractor.
- j. Provide meeting evaluation forms, distribute and collect evaluations, collate and provide detailed report to the Government within ten business days following the meeting.
- k. Provide conference agenda, coordinate presenters, prepare slides, and prepare up to 500 VIP packets, agendas, and briefing slide notes pages, and/or other reference or supporting materials.
- l. Develop an attendee evaluation form approved by the Government for all conferences and administer immediately upon conclusion. NOTE: Form must include question(s) pertaining to satisfaction with the training materials and overall value/effectiveness of the conference. Analysis and report of the results shall be provided to the Government within ten business days following the conference.

7.3 OUTREACH CAREER COACH SURGE SUPPORT

The contractor shall provide Outreach Career Coach surge support to include travel and attendance at events to represent the SECO program such as Hiring Our Heroes, Spouse Ambassador Network partners and installation events. The surge support shall be provided on a not-to-exceed basis via a request from the Government. After action reports shall be submitted following outreach support

- a. The Government anticipates there will be up to 24 events per calendar year.
- b. The Government will notify the contractor a minimum of four weeks prior to an event. This time period only applies to the Outreach Career Coach Surge Support notification. The six week timeframe for travel requests in Attachment K does not apply to surge support, and remains unchanged for other travel requests.
- c. The contractor shall provide on-site services to military spouses only during an event. Only Career Coaches shall attend an event, not advisors or supervisory staff, unless approved by the Government. The on-site services shall be similar in nature to what is traditionally delivered through the SECO Career Center.

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- d. The contractor shall provide collateral materials. Any printing or shipping costs shall be in accordance with Paragraph 15.17.3 and 15.17.4 of this Task Order. Adequate space will be provided by the event host, including setup materials (i.e., table, tablecloths, etc.).
- e. Due to the limited nature of providing on-site career coaching at an event, and if time does not permit, Career Coaches shall assist the spouse with scheduling a follow-on appointment.
- f. The contractor shall determine the number of Career Coaches to attend each event, based on the Government notification of the event. The Government has determined that each event will need between one and three Career Coaches, depending on the size of the event.
- g. The contractor shall make every attempt to assign a Career Coach (es) who reside in the local area. If a local Career Coach (es) is not available, the contractor shall submit a Travel request form (see Attachment K) to the Government a minimum of one week prior to an event. All travel and approvals shall be in accordance with Paragraph 15.19.3 and 15.19.4 of this Task Order.
- h. Billable hours for each Career Coach may include pre-event preparations and coordination of meetings, event attendance, and after-event reporting/feedback. Billable hours shall not include travel time.

8.0 PROGRAM MANAGEMENT

It is a minimum requirement that any individual providing support services and deliverables in support of the SECO Program must be a U.S. Citizen. A minimum of 30 percent of these individuals must be current or former military spouses with mobile military life and career experience. The Government will review and approve the qualifications of all Key Personnel prior to performance on this Task Order.

8.1 REQUIREMENTS FOR PROGRAM MANAGEMENT

The contractor Program Management Team shall include, at a minimum, the following Key Personnel:

- a. SECO Program Manager with the authority to speak and act on behalf of the contractor with the Government SECO Program Managers, FEDSIM Contracting Officer (CO) and FEDSIM Contracting Officer's Representative (COR), Technical Point of Contact (TPOC), and Alternate Technical Point of Contact (ATPOC). This individual shall possess, at minimum, a Master's degree in Education or Counseling or related degree and at least ten years' experience as a program or project manager operating a similar program.
- b. SECO Coaching Services Lead who shall direct the Coaching Services team. This individual shall possess, at minimum, a Master's degree in Education or Counseling with at least five (5) years of supervisory experience and at least five years additional experience as a professional career counselor, guidance counselor or workforce development professional.
- c. MSEP Lead who shall direct the MSEP team. This individual shall possess, at minimum, a Master's degree in Business, Human Resources, or a related field with at least five years of supervisory experience and at least five years' additional experience as a corporate, military or federal agency professional.

- d. SECO Information Security Lead responsible for the implementation, management, security and availability of all contractor delivered technologies, applications, user interfaces, content and contractor computer equipment and personnel. This position will be responsible for Information Assurance (IA) related training, operational procedures, documentation and business processes required to obtain and retain official accreditation of the online resources by full compliance of the most current DoD 8500 series of instruction. This position requires DoD 8570.01 – Manual (M) – Information Assurance Management (IAM) Level I qualification.

8.2 MONTHLY REPORTS OBJECTIVE

The Government requires detailed monthly SECO data and analysis of program utilization and quality for use in program monitoring and development. Details and accurate utilization and quality metrics will allow the Department and Military Services to redirect and refocus contract efforts and target marketing as required.

8.3 REQUIREMENTS FOR MONTHLY REPORTS

The contractor shall deliver Monthly and Annual Contract Progress Reports and Contract Financial Disbursement Reports. Submission shall be due monthly beginning on the 15th of the month following the first month of full performance and on the 15th of each month thereafter throughout the period of performance. Annual reports are due no later than 60 days following twelve (12) full performance months. Submissions of reports shall be in Windows Office (Word or Excel) format and sent via email. (See Attachment R)

8.3.1 The Government will have ten days for review and acceptance/rejection of the monthly and annual Contracting Progress and Financial Disbursement Reports.

8.3.2 In the event that the Government rejects either of these reports, completely or in part, the contractor will have ten business days to resubmit the report to the Government.

8.3.3 The contractor shall capture and report all SECO Participant contacts by military service and installation, Service member or family member, to include Guard and Reserve, and school and partner employer on a monthly basis. A complete list of current military installations can be found at the following link: <https://installations.militaryonesource.mil>.

8.3.4 Required report data shall include, but will not be limited to, data shown below and listed in Attachment R and the Quality Assurance Surveillance Plan (QASP, see Attachment V) of this task order.

8.3.4.1 Financial Disbursement Reports. The monthly Financial Disbursement Report will include the total amount invoiced to date, the amount received in payments to date, the amount that has been invoiced but not paid, funds remaining not invoiced, and other data as required by the government. All information will be reported by CLIN/Sub-CLIN.

8.3.4.2 SECO Staffing Status Reports. The Staffing Status report will provide the number and type of staff that are working on the SECO Program and a current training status for that staff.

8.3.4.3 SECO MSEP Partner Reports. The MSEP Partner Report will be a weekly update to the Application status of Potential MSEP Partners and a status update on metrics for MSEP Partners.

PERFORMANCE WORK STATEMENT (PWS)

8.3.5 SECO Ad-hoc Reports. The contractor will deliver ad-hoc reports to the Government SECO Program Office as required. These ad-hoc reports often have very short suspension times.

8.3.6 The contractor shall work with Government SECO Program Managers to develop weekly reporting requirements for the SECO program. This requirement will include, but is not limited to number of phone calls; oldest call in queue to be returned; and average handle time of calls.

8.3.7 The contractor shall perform random stakeholder opinion surveys using contractor developed and Government approved instruments (e.g., comment cards and Internet-based survey assessments) to measure satisfaction of SECO Coaching Services; and MSEP services rendered to all audiences (i.e., spouses, Service members, military services' spouse employment field staff, and MSEP Partner Employers).

The contractor shall perform three to six month follow-up surveys for all participants of the satisfaction survey who opt in to receive a follow-up survey. The contractor will only use Government approved instruments to measure impact of services. The contractor will provide follow-up survey data to the Government through a Government-approved business process. The contractor will provide a comparison of satisfaction survey relevant data and the three to six month follow-up survey data.

8.3.8 The contractor shall compile and analyze stakeholder comments and suggestions for improved execution of career and employment support services. A report of the survey results shall be submitted to the Government with the Monthly Report.

8.3.9 The contractor shall develop a detailed Annual SECO Service Support Survey to be administered to Military Spouses, Spouse Employment Readiness field staff, and MSEP Partner Employers. The annual survey which is to begin in the second option year of the contract shall be submitted to the Government for approval no later than 30 days prior to distribution. Report of survey results shall be submitted to the Government no later than September annually.

8.3.10 Accounting for Contractor Manpower Reporting:

The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for All Other Defense Components via a secure data collection site: the Enterprise Contractor Manpower Reporting Application (ECMRA). The contractor shall completely fill in all required data fields using the following web address: <http://www.ecmra.mil/>.

Reporting inputs will be for the labor executed during the period of performance during each Government Fiscal Year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors may direct questions to the support desk at: <http://www.ecmra.mil/>.

Contractors may use Extensible Markup Language (XML) data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a contractor's systems to the secure web site without the need for separate data entries for each required data element at the website. The specific formats for the XML direct transfer may be downloaded from the web.

8.4 TRAINING

The contractor shall develop and maintain a training program and methodology to ensure SECO staff will be current on military services specific issues and understand military terminology and the issues facing the Participant. All training pertaining to the SECO Program must be reviewed by the Government SECO Program Office prior to utilization of the training program or module. This training program shall pertain specifically to the military population, be provided within 15 days of hire, and shall include, but is not limited to:

- a. Processes and procedures to support the warm handoff of Participants to coaches and community resources shall also be addressed;
- b. Training on military lifestyle and sensitivity;
- c. Standardized training and guidance on each service component to include: Army, Navy, Air Force, Marine Corps, Coast Guard, Army National Guard, Army Reserve, Air National Guard, Air Force Reserve, Marine Corps Reserve, and Naval Reserve;
- d. Training on required SECO documents such as Intake Assessment, Progress Notes and Case Closure;
- e. Guidance for SECO Career Coaches in the event of a disaster or service interruption;
- f. Training specifically regarding deployment, reintegration, and military spouse well-being; and
- g. Training on services and support provided by SECO staff for the spouses, MSEP partners and potential partners and service providers.

8.4.1 The contractor shall design and implement a method for regularly updating personnel on current and emerging issues pertaining to military life. The contractor, SECO staff and career coaches shall be familiar with evolving issues that affect military members and their families.

8.4.2 All required training, including subject matter tests, must be completed successfully prior to being referred or working with a SECO Participant and training must be renewed on an annual basis.

8.4.3 The contractor shall annually certify and be able to demonstrate (at any time) to the Government or the FEDSIM CO, in writing, that the SECO staff have comprehensive, current knowledge of the scope of practice, overall military culture, issues affecting military families, and all requirements of this contract.

9.0 QUALITY CONTROL OBJECTIVE

The objective is to ensure SECO Participants receive the highest quality services possible.

9.1 REQUIREMENTS FOR QUALITY CONTROL

The contractor shall develop, implement and maintain a Quality Control Plan (QCP) for SECO operations.

PERFORMANCE WORK STATEMENT (PWS)

9.1.1 The contractor shall identify within the QCP the measures necessary for monitoring performance for all SECO operations.

9.1.2 The contractor shall maintain and provide all records and reports pertaining to quality assurance documentation for the life of this contract and make them available for Government review at any time during performance.

9.1.3 The contractor shall collect service delivery information focusing on key quality factors, to include but not limited to: appropriateness; effectiveness; successful outcomes and any or all of the dimensions of quality such as: accessibility; availability; efficiency; continuity; safety; timeliness; and respectfulness.

9.1.4 The contractor shall review several sources of information to identify patterns and trends, including: case record review reports; quarterly review of incidents, accidents, and grievances; customer satisfaction data, customer outcomes data, and management and operations data and reports. (See QASP)

9.1.5 The contractor shall be able to demonstrate (at any time) to the Government SECO Program Office or the FEDSIM CO, in writing, that the SECO staff are providing appropriate support to Service members and their families.

9.1.6 All cases identified as an adverse incident shall be reviewed for quality assurance by the contractor, Government SECO Program Office, and the Government MOS Program Office.

9.1.7 The contractor shall provide Performance and Quality Improvement (PQI) standards to include the use of data to identify areas of needed improvement and implement improvement plans in support of achieving performance targets, program goals, Participant satisfaction, and positive Participant outcome.

10.0 COMPUTER ACCESS TOKENS (IMPLEMENTATION)

10.1 MC&FP TASKING, ASSIGNMENTS, AND REPORTING (TAR) APPLICATION

All technical management personnel will be required to use the MC&FP Tasking, Assignments, and Reporting (TAR) application. A web based secure tool that requires a valid External Certification Authority (ECA) certificate for user authentication.

10.1.1 External Certification Authority (ECA) program. The DoD has established the ECA program to support the issuance of DoD-approved certificates to industry partners and other external entities and organizations. The ECA program is designed to provide the means for these parties to securely communicate with the DoD and authenticate to DoD Information Systems. All MC&FP provided tools, assignment tracking and maintenance applications require a DoD approved certificate for each person that will access these resources.

10.1.2 It is the contractor's responsibility to purchase all ECA certificates for their staff and subcontractors.

10.1.3 It is the contractor's responsibility to install and maintain the certificates on the hosts, computers and laptops used by their staff, subcontractors and consultants.

10.1.4 It is the contractor's responsibility to provide technical support for their staff, subcontractors and consultants in support of ECA issues.

10.1.5 For more information on the ECA program and where they can be purchased please refer to <http://iase.disa.mil/pki/eca/>.

11.0 SECURITY AND USER ACCESS

11.1 US CITIZEN

All contractors with access (console/terminal access) to any equipment, data or applications belonging to or used by the SECO Program must be a US Citizen.

11.2 SYSTEM AUTHORIZATION ACCESS REQUEST (SAAR)

All contractors will be required to submit a System Authorization Access Request (SAAR) form (DD FORM 2875) to the Government MC&FP Information Assurance Manager.
www.dtic.mil/whs/directives/infomgt/forms/eforms/dd2875.pdf

11.3 IA AND PERSONALLY IDENTIFIABLE INFORMATION (PII) TRAINING

All contractors with access to view or manipulate SECO data shall complete IA and Personally Identifiable Information (PII) training before they are granted access to MOS data or applications. This training must also be repeated every 12 months.

11.3.1 Federal Information Systems Security (ISS) Awareness (for non-DoD Personnel) training can be accessed at <http://iase.disa.mil/eta/>. 11.3.2 Personally Identifiable Information (PII) training can be accessed at <http://iase.disa.mil/eta/>

11.3.3 A monthly user report shall be provided to the COR, TPOC and ATPOC with the training status of each contractor. This report will include the date each user completed each course and shall be in Microsoft Excel format.

11.4 DATA USE, DISCLOSURE OF INFORMATION AND HANDLING OF SENSITIVE INFORMATION

The contractor shall maintain, transmit, retain in strictest confidence, and prevent the unauthorized duplication, use, and disclosure of sensitive information. The contractor shall provide information only to employees, contractors, and subcontractors having a need to know such information in the performance of their duties for this project.

11.4.1 Anything made available to the contractor by the Government for the performance or administration of this effort shall be used only for those purposes and shall not be used in any other way without the written agreement of the FEDSIM CO.

11.4.2 If public information is provided to the contractor for use in performance or administration of this effort, the contractor, except with the written permission of the FEDSIM CO, may not use such information for any other purpose. If the contractor is uncertain about the availability or proposed use of information provided for the performance or administration, the contractor shall consult with the FEDSIM COR regarding use of that information for other purposes.

11.4.3 The contractor agrees to assume responsibility for protecting the confidentiality of Government records which are not public information. Each officer or employee of the contractor to whom information may be made available or disclosed shall be notified in writing

by the contractor that such information may be disclosed only for a purpose and to the extent authorized herein.

11.4.4 Performance of this effort may require the contractor to access and use data and information proprietary to a Government agency or Government contractor which is of such a nature that its dissemination or use, other than in performance of this effort, would be adverse to the interests of the Government and/or others.

11.4.5 Contractor and/or contractor personnel shall not divulge or release data or information developed or obtained in performance of this effort, until made public by the Government, except to authorize Government personnel or upon written approval of the CO. The contractor shall not use, disclose, or reproduce proprietary data that bears a restrictive legend, other than as required in the performance of this effort.

11.4.6 Under the provisions of the Rights in Data General Clause (52.227-14), all data received, processed, evaluated, loaded, and/or created as a result of this contract order shall remain the sole property of the Government. The Government reserves all rights, including copyrights, distribution rights, and other rights for all documents, data or software developed in the performance of this task.

11.5 IA REQUIREMENTS

The contractor shall meet all IA requirements in accordance with the most current DoD 8500 series of instructions.

11.6 IA PERSONNEL

The contractor shall provide personnel appropriately certified to support the IA functions they perform, in accordance with DoDD 8570.01.

12.0 RETURN TO OPERATION (RTO) / DISASTER CONTINUITY OF SERVICES (IMPLEMENTATION – WHERE APPLICABLE)

12.1 The Government Case Management System (CMS) application has a Return to Operation (RTO) of 24 hours for any catastrophic disaster or service interruptions. During all service interruptions, the SECO Career Center and client information that should be entered into the CMS will be gathered by an alternate procedure and entered into the CMS after RTO.

12.2 Contractor shall develop and implement procedures to address organizational policy to prevent loss of the SECO Spouse Career Center services caused by any catastrophic disaster or service interruptions.

12.3 The contractor shall describe the company's current disaster continuity of services plan which will include when it was last tested and the type of testing performed.

12.4 The contractor's disaster continuity of services procedures must provide no more than 24 contiguous hours of down time with no loss of data.

12.5 The contractor shall provide sufficient security to protect the confidentiality, integrity, and availability of the data in accordance with all applicable federal laws, regulations, policies, and industry standards. Formal incident response, vulnerability monitoring and risk mitigation procedures will be documented and exercised annually.

12.6 Contractor shall ensure all data collection and storage systems provided for DoD information adhere to all applicable federal Laws, DoD regulations and policies, state law, and industry standards.

12.7 Contractor shall ensure that all electronic data collection and storage systems are designed with access controls, comprehensive intrusion detection, and virus protection.

13.0 SECO PROGRAM TRANSITION-IN

13.1 The contractor shall provide a transition-in plan that defines the contractor's capacity and capability for an orderly and seamless transition for the delivery of the SECO Program to be operational no later than 90 days after Contract award. Plan will factor in how contractor will work with incumbent.

13.2 The Transition Plan shall discuss the process for transferring services and associated data.

13.3 The Transition Plan shall identify additional quality assurance measures that will allow the Government to exercise its responsibilities for monitoring contractor performance. In addition, the contractor shall identify any transition risk factors and plans for managing those risk factors.

13.4 Transition Reporting Requirements – Every week the contractor shall provide a report, in contractor format, detailing the status of applicable implementation milestones. A face-to-face update meeting will take place monthly or as needed at the FEDSIM CO's location in Washington, D.C.

13.5 A first draft of a Business Process Plan (Standard Operating Procedures) shall be provided by the contractor at 60 days after award and a final copy shall be provided by the contractor at 90 days after award.

13.6 The Government shall receive the first month of SECO reporting data on the 15th of the month following the first month of full performance.

13.7 At the end of the 90-day transition-in period all QASP metrics will be met and all Government Furnished Information and Government Furnished Property will be transferred and fully integrated into the SECO Program.

13.8 The contractor shall obtain necessary ECAs, as needed, for SECO staff.

14.0 SECO PROGRAM TRANSITION-OUT

14.1 The contractor shall provide comprehensive assistance and documentation requested by the Government and/or contractors to facilitate an orderly exit, and possible transition to a new contractor, upon notice of termination or expiration of the Task Order. This assistance and documentation includes, but is not limited to, the following:

- a. Return all Government assets, including equipment, software, and documentation
- b. Hand in property held by individuals (e.g., building passes and office keys)
- c. Submit a final invoice
- d. Support Government audit
- e. Coordinate/Cooperate with incoming contractor and assist in transition

15.0 SPECIAL CONTRACT REQUIREMENTS

15.1 KEY PERSONNEL

The following are the minimum personnel who shall be designated as “Key.” The Government does not intend to dictate the composition of the ideal team to perform this contract.

- a. Program Manager (PM)
- b. Coaching Services Lead
- c. MSEP Lead
- d. SECO Information Security Lead

The Government desires that Key Personnel be assigned for the duration of the contract. All Key Personnel shall be 100% dedicated to this contract.

15.1.1 PROGRAM MANAGER (PM)

The PM shall act as a single point of contact with the authority to speak and act on behalf of the contractor directly with the SECO Program Managers, FEDSIM CO, FEDSIM COR, TPOC and ATPOC. It is required that the PM has the following qualifications:

- a. At a minimum, a Master’s degree in Education or Counseling or another appropriate degree.
- b. A minimum of ten years of experience as a program or project manager operating a similar program.

15.1.2 COACHING SERVICES LEAD

The SECO Coaching Services Lead shall direct the Coaching Services team. It is required that the Coaching Services Lead has the following qualifications:

- a. At a minimum, a Master’s degree in Education or Counseling or another appropriate degree.
- b. A minimum of five years of supervisory experience.
- c. A minimum of five years additional experience as a professional career counselor, guidance counselor, or workforce development professional.

15.1.3 MSEP LEAD

The MSEP Lead shall direct the MSEP team. It is required that the MSEP Lead has the following qualifications:

- a. At a minimum, a Master’s degree in Business, Human Resources, or a related field.
- b. A minimum of five years of supervisory experience.
- c. A minimum of five years additional experience as a corporate, military or federal agency professional.

15.1.4 INFORMATION SECURITY LEAD

The SECO Information Security Lead shall be responsible for the implementation, management, security, and availability of all contractor delivered technologies, applications, user interfaces, content, and contractor computer equipment and personnel. This position will be responsible for Information Assurance (IA) related training, operational procedures, documentation, and business processes required to obtain and retain official accreditation of the online resources by full compliance of DoD Information Assurance Certification and Accreditation Process (DIACAP).

- a. DoD 8570.01 – M – IAM Level I qualification.

15.1.5 KEY PERSONNEL SUBSTITUTION

The contractor shall not replace any personnel designated as Key Personnel without the written concurrence of the FEDSIM CO. Prior to utilizing other than personnel specified in proposals in response to a RFP, the contractor shall notify the FEDSIM CO and the FEDSIM COR of the existing contract. This notification shall be no later than fifteen calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on contract performance.

Substitute personnel qualifications shall be equal to, or greater than, those of the personnel substituted. If the FEDSIM CO and the FEDSIM COR determine that a proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the contract, the contractor may be subject to default action as prescribed by FAR 52.249-6 Termination.

15.2 PLACE OF INSPECTION AND ACCEPTANCE

Inspection and acceptance of all work performance, reports, and other deliverables under this contract will be performed by the SECO support team.

15.3 SCOPE OF INSPECTION

All deliverables will be inspected for content, completeness, accuracy, and conformance to contract requirements by the SECO support team. Inspection may include validation of information or software through the use of automated tools, testing, or inspections of the deliverables, as specified in the Contract. The scope and nature of this inspection will be sufficiently comprehensive to ensure the completeness, quality, and adequacy of all deliverables.

The Government requires a period NTE 15 workdays after receipt of final deliverable items for inspection and acceptance or rejection.

15.4 BASIS OF ACCEPTANCE

The basis for acceptance shall be in compliance with the requirements set forth in the Contract, the contractor's quote and relevant terms and conditions of the contract. Deliverable items rejected shall be corrected IAW the applicable clauses.

SPECIAL CONTRACT REQUIREMENTS

The final acceptance will occur when all discrepancies, errors, or other deficiencies identified in writing by the Government have been resolved, through documentation updates, program correction, or other mutually agreeable methods.

Reports, documents, and narrative-type deliverables will be accepted when all discrepancies, errors, or other deficiencies identified in writing by the Government have been corrected.

If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.

All of the Government's comments on deliverables shall either be incorporated in the succeeding version of the deliverable, or the contractor shall explain to the Government's satisfaction why such comments should not be incorporated.

If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, or improper format, or otherwise does not conform to the quality assurance requirements stated within this RFP, the document may be rejected without further review and returned to the contractor for correction and resubmission. If the contractor requires additional Government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the FEDSIM COR.

15.4.1 For IT development, the final acceptance will occur when all discrepancies, errors, or other deficiencies identified in writing by the Government have been resolved, through documentation updates, program correction, or other mutually agreeable methods.

15.5 DRAFT DELIVERABLES

The Government will provide written acceptance, comments, and/or change requests, if any, within 15 workdays (unless specified otherwise in Section 5 - Deliverables or Performance) from Government receipt of the draft deliverable. Upon receipt of the Government comments, the contractor shall have ten workdays to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

15.6 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT

The FEDSIM CO/COR will provide written notification of acceptance or rejection (see attachment G) of all final deliverables within 15 workdays (unless specified otherwise in Section 5 - Deliverables or Performance). All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

15.7 NON-CONFORMING PRODUCTS OR SERVICES

Non-conforming products or services will be rejected. Deficiencies shall be corrected, by the contractor, within ten workdays of the rejection notice. If the deficiencies cannot be corrected within ten workdays, the contractor shall immediately notify the FEDSIM COR of the reason for the delay and provide a proposed corrective action plan within ten workdays.

If the contractor does not provide products or services that conform to the requirements of this contract, the Government will withhold the fixed price until the non-conforming products or services are remediated.

15.8 PERIOD OF PERFORMANCE

The expected period of performance for this contract is a one-year base period and four, one-year options.

15.9 PLACE OF PERFORMANCE

Place of performance will primarily be at the contractor's place of business. The contractor shall be located within the Washington, D.C. region for on-site work and frequent in-person meetings with Government personnel.

15.10 CONTRACT SCHEDULE AND MILESTONE DATES

The following schedule of milestones will be used by the FEDSIM COR to monitor timely progress under this contract.

The following abbreviations are used in this schedule:

DEL: Deliverable

IAW: In Accordance With

NLT: No Later Than

All references to Days: Government Workdays

Deliverables are due the next Government workday if the due date falls on a holiday or weekend.

Abbreviations in the Government Rights column of the table below shall be interpreted as follows:

UR: Unlimited Rights, Defense Federal Acquisition Regulation Supplement (DFARS)
252.227-7015

The contractor acknowledges that all deliverables developed at the expense of the Government during the period of performance are the property of the Government. The contractor shall transfer to the Government all intellectual property which was developed, purchased on behalf of, or provided by the Government under the performance of this contract. All products and data developed under this contract shall be delivered with unlimited usage rights, as defined in DFARS clause 252.227-7015.

The contractor shall deliver the deliverables listed in the following table on the dates specified.

DEL. #	MILESTONE/ DELIVERABLE	TO REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
	Program Start (PS)		10 workdays after Award	N/A
01	Kick-Off Meeting Agenda	7.2	NLT 3 workdays prior to the Kick-Off Meeting	UR IAW 252.227-7015
02	Kick-Off Meeting	7.2	Within 10 workdays of Award	N/A
03	Kick-Off Meeting Minutes	7.2	Within 3 business days after kickoff meeting	UR IAW 252.227-7015

SPECIAL CONTRACT REQUIREMENTS

DEL. #	MILESTONE/ DELIVERABLE	TO REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
04	Monthly Status Report	7.2	Monthly (15 calendar day of the next month)	UR IAW 252.227-7015
05	Monthly Status Meeting	8.2	Monthly	
06	Monthly Status Meeting Addendum	8.2	10 business days after meeting	
07	Financial Disbursement Report	8.2	Monthly (15th calendar day of the next month)	
08	Weekly Status Report	8.3.6	Weekly	
09	Annual Survey	8.3.9	Report submitted no later than September annually	
10	Annual Contract Progress Report	8.3	NLT 60 days following 12 full performance months	
11	MSEP Partner Meeting	7.2.9	Annually	
12	Third Party Security Assessment	5.0	Annually	
13	Draft Program Management Plan (PMP)	13.5	60 days following award	UR IAW 252.227-7015
14	Final PMP	13.5	90 days following award	UR IAW 252.227-7015
15	PMP Updates (SOPs)	13.5	As program changes occur, no less frequently than annually	UR IAW 252.227-7015
16	Trip Report(s)	6.1	Within 15 workdays following completion of each trip	UR IAW 252.227-7015
17	Final Baseline QCP	13	90 days following award	UR IAW 252.227-7015
18	eCMRA Report	8.3.10	Annual	
19	IA Training/PII Training Compliance	11.3.3	Monthly (15th calendar day of the next month)	
20	Annual Training Report	8.4.3	Annual	
21	Transition Status Report	13.4	Weekly	UR IAW 252.227-7015

SPECIAL CONTRACT REQUIREMENTS

DEL. #	MILESTONE/ DELIVERABLE	TO REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
22	Final Transition-In Plan	13.1	10 workdays after receipt of Government comments	UR IAW 252.227-7015
23	Final Transition-Out Plan	14	10 workdays after receipt of Government comments	UR IAW 252.227-7015

The contractor shall mark all deliverables listed in the above table to indicate authorship by contractor (i.e., non-Government) personnel; provided, however, that no deliverable shall contain any proprietary markings inconsistent with the Government's data rights set forth in this contract. The Government reserves the right to treat non-conforming markings IAW Defense Federal Acquisition Regulation Supplement (DFARS) 252.227-7015.

15.11 PUBLIC RELEASE OF CONTRACT DOCUMENTS REQUIREMENT

The contractor agrees to submit, within ten workdays from the date of the FEDSIM CO's execution of the initial contract, or any modification to the contract (exclusive of Saturdays, Sundays, and Federal holidays), a portable document format (PDF) file of the fully executed document with all proposed necessary redactions, including redactions of any trade secrets or any commercial or financial information that it believes to be privileged or confidential business information, for the purpose of public disclosure at the sole discretion of GSA. The contractor agrees to provide a detailed written statement specifying the basis for each of its proposed redactions, including the applicable exemption under the Freedom of Information Act (FOIA), 5 United States Code (U.S.C.) § 552, and, in the case of FOIA Exemption 4, 5 U.S.C. § 552(b) (4), shall explain why the information is considered to be a trade secret or commercial or financial information that is privileged or confidential. Information provided by the contractor in response to the contract requirement may itself be subject to disclosure under the FOIA. Submission of the proposed redactions constitutes concurrence of release under FOIA (see Attachment 26, Reference 31).

GSA will carefully consider the contractor's proposed redactions and associated grounds for nondisclosure prior to making a final determination as to what information in such executed documents may be properly withheld.

15.12 DELIVERABLES MEDIA

The contractor shall deliver all electronic versions by email and removable electronic media, as well as placing in the SECO designated repository. The following are the required electronic formats, whose versions must be compatible with the latest, commonly available version on the market.

- a. Text MS Word, , Portable Document Format (PDF)

SPECIAL CONTRACT REQUIREMENTS

- | | |
|-----------------|--|
| b. Spreadsheets | MS Excel, Comma Separated Values (CSV) |
| c. Briefings | MS PowerPoint |
| d. Drawings | MS Visio |
| e. Schedules | MS Project |

15.13 PLACE(S) OF DELIVERY

Copies of all deliverables shall be delivered to the FEDSIM COR at the following address:

GSA FAS AAS FEDSIM
ATTN: Shivon Sood, COR (QF0B)
1800 F Street, NW
Washington, D.C. 20405
Telephone: (202) 297-9246
Email: shivon.sood@gsa.gov

Copies of all deliverables shall also be delivered to the SECO TPOC at the following address:

(b) (6)



15.14 NOTICE REGARDING LATE DELIVERY/ PROBLEMNOTIFICATION REPORT (PNR)

The contractor shall notify the FEDSIM COR via a Problem Notification Report (PNR) (see Attachment D) as soon as it becomes apparent to the contractor that a scheduled delivery will be late. The contractor shall include in the PNR the rationale for late delivery, the expected date for the delivery, and the program impact of the late delivery. The FEDSIM COR will review the new schedule and provide guidance to the contractor. Such notification in no way limits any Government contractual rights or remedies including, but not limited to, termination.

15.15 CONTRACTING OFFICER'S REPRESENTATIVE (COR)

The FEDSIM CO appointed a FEDSIM COR in writing through a COR Appointment Letter (see Attachment A). The FEDSIM COR will receive, for the Government; all work called for by the contract and will represent the FEDSIM CO in the technical phases of the work. The FEDSIM COR will provide no supervisory or instructional assistance to contractor personnel.

The FEDSIM COR is not authorized to change any of the terms and conditions, scope, schedule, and price of the contract or the contract. Changes in the scope of work will be made only by the FEDSIM CO by properly executed modifications to the contract.

15.15.1 CONTRACT ADMINISTRATION

Contracting Officer (CO):

Michael Chappelle
GSA FAS AAS FEDSIM (QF0B)
1800 F Street, NW
Washington, D.C. 20405
Telephone: (571) 289-6762
Email: Michael.Chappelle@gsa.gov

Contracting Officer's Representative (COR):

GSA FAS AAS FEDSIM
ATTN: Shivon Sood, COR (QF0B)
1800 F Street, NW
Washington, D.C. 20405
Telephone: (202) 297-9246
Email: shivon.sood@gsa.gov

Technical Point of Contact (TPOC):

(b) (6)

Office of the Under Secretary of Defense (Military Community and Family Policy)

(b) (6)

15.16 INVOICE SUBMISSION

The contractor shall submit Requests for Payments IAW the format contained in General Services Administration Acquisition Manual (GSAM) 552.232-25, PROMPT PAYMENT (NOV 2009), to be considered proper for payment. In addition, the following data elements shall be included on each invoice.

Contract Number: (from GSA Form 300, Block 2)
Paying Number: (ACT/DAC NO.) (From GSA Form 300, Block 4)
FEDSIM Project Number: DE01031
Program Title: SECO

The contractor shall certify with a signed and dated statement that the invoice is correct and proper for payment.

SPECIAL CONTRACT REQUIREMENTS

The contractor shall provide invoice backup data IAW the contract type, including detail such as labor categories, rates, and quantities of labor hours per labor category.

The contractor shall submit invoices as follows:

The contractor shall utilize FEDSIM's electronic Assisted Services Shared Information System (ASSIST) to submit invoices. The contractor shall manually enter CLIN charges into TOS in the ASSIST Portal. Summary charges on invoices shall match the charges listed in TOS for all CLINs. The contractor shall submit invoices electronically by logging onto the following link (requires Internet Explorer to access the link):

<https://portal.fas.gsa.gov>

Log in using your assigned ID and password, navigate to the order against which you want to invoice, click the Invoices and Acceptance Reports link in the left navigator, and then click the *Create New Invoice* button. The AASBS Help Desk should be contacted for support at 877-472-4877 (toll free) or by email at AASBS.helpdesk@gsa.gov. By utilizing this method, no paper copy of the invoice shall be submitted to GSA FEDSIM or the GSA Finance Center. However, the FEDSIM COR may require the contractor to submit a written "hardcopy" invoice with the client's certification prior to invoice payment. A paper copy of the invoice is required for a credit.

15.17 INVOICE REQUIREMENTS

The contractor shall submit a draft copy of an invoice to the FEDSIM COR and SECO TPOC for review prior to its submission to GSA. The draft invoice shall not be construed as a proper invoice IAW FAR 32.9 and GSAM 532.9.

The final invoice is desired to be submitted within six months of program completion. Upon program completion, the contractor shall provide a final invoice status update monthly.

Regardless of contract type, the contractor shall report the following:

- a. Contract Award Number (NOT the Solicitation Number)
- b. Contractor Invoice Number
- c. Contractor Name
- d. Point of Contact Information
- e. Current period of performance
- f. Amount of invoice that was subcontracted

The amount of invoice that was subcontracted to a small business shall be made available upon request.

15.17.1 LABOR HOURS

The contractor may invoice monthly on the basis of hours incurred for the T&M CLINs. The invoice shall include the period of performance covered by the invoice (all current charges shall be within the active period of performance) and the CLIN number and title. All hours and costs shall be reported by CLIN element (as shown in the Standard Form (SF) 1449), by contractor employee, and shall be provided for the current billing month and in total from program inception to date. The contractor shall provide the invoice data in spreadsheet form with the

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following detailed information. The listing shall include separate columns and totals for the current invoice period and the program to date.

- a. Employee name (current and past employees)
- b. Employee company
- c. Employee labor category
- d. Monthly and total cumulative hours worked
- e. Corresponding negotiated contract ceiling rate
- f. Hours incurred not billed by CLIN
- g. Total Amount Paid (Lump Sum) by CLIN

15.17.2 FIRM-FIXED-PRICE (FFP) CLINs

The contractor may invoice IAW the Continuation Sheet, Blocks 19-20, Schedule of Supplies/Services Section for the FFP CLINs. The invoice shall include the period of performance covered by the invoice (all current charges shall be within the active period of performance) and the CLIN number and title. All prices shall be reported by CLIN element (as shown in the Continuation Sheet, Blocks 19-20, Schedule of Supplies/Services Section) and shall be provided for the current invoice and in total from program inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the program to date.

- a. FFP period of performance
- b. Total Amount Paid (Lump Sum) by CLIN

15.17.3 T&M OTHER DIRECT COSTS (ODCs)

The contractor may invoice monthly on the basis of cost incurred for the ODC CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Spreadsheet submissions, in MS Excel format, are required.

- a. ODCs purchased
- b. Request to Initiate Purchase (RIP) or Consent to Purchase (CTP) number or identifier (see Attachment L)
- c. Date delivery accepted by the Government
- d. Associated CLIN
- e. Program-to-date totals by CLIN
- f. Cost incurred not billed by CLIN
- g. Remaining balance of each CLIN

An approved RIP/CTP will be required for each purchase. The contractor shall not make any purchases without an approved RIP from the FEDSIM COR or an approved CTP from the FEDSIM CO.

15.17.4 T&M TRAVEL

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

- a. Federal Travel Regulation (FTR) - prescribed by the GSA, for travel in the contiguous United States (U.S.).
- b. Joint Travel Regulations (JTR) Volume 2, Department of Defense (DoD) Civilian Personnel, Appendix A - prescribed by the DoD, for travel in Alaska, Hawaii, and outlying areas of the U.S.

The contractor may invoice monthly on the basis of cost incurred for cost of travel comparable with the JTR/FTR. The invoice shall include the period of performance covered by the invoice, the CLIN number, and title. Separate worksheets, in MS Excel format, shall be submitted for travel.

CLIN Total Travel: This invoice information shall identify all cumulative travel costs billed by CLIN. The current invoice period's travel details shall include separate columns and totals and include the following:

- a. Travel Authorization Request identifier, approver name, and approval date (see Attachment K)
- b. Current invoice period
- c. Names of persons traveling
- d. Number of travel days
- e. Dates of travel
- f. Number of days per diem charged
- g. Per diem rate used
- h. Total per diem charged
- i. Transportation costs (rental car, air fare, etc.)
- j. Total charges
- k. Explanation of variances exceeding ten percent of the approved versus actual costs

15.17.5 ORDER LEVEL MATERIALS (OLM)

The contractor may invoice monthly on the basis of cost incurred for the OLM CLIN. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. Materials are to be provided via offeror GSA Schedule and/or GSAR clause 552.238-115 (Special Ordering Procedures for the Acquisition of Order-Level Materials (OLMs)). In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Spreadsheet submissions, in MS Excel format, are required.

- a. Materials purchased.
- b. RIP or CTP number or identifier
- c. Date delivery accepted by the Government.
- d. Associated CLIN.
- e. Project-to-date totals by CLIN.
- f. Cost incurred not billed by CLIN.
- g. Remaining balance of the CLIN.

15.18 ORGANIZATIONAL CONFLICT OF INTEREST (OCI)

- a. If a contractor has performed, is currently performing work, or anticipates performing work that creates or represents an actual or potential OCI, the contractor shall immediately disclose this actual or potential OCI to the FEDSIM CO IAW FAR Subpart 9.5. The nature of the OCI may involve the prime contractor, subcontractors of any tier, or teaming partners.
- b. The contractor is required to complete and sign an OCI Statement (see Attachment H). The contractor must represent either that (1) It is not aware of any facts which create any actual or potential OCI relating to the award of this contract, or (2) It has included information in its quote, providing all current information bearing on the existence of any actual or potential OCI and has included a mitigation plan IAW paragraph (c) below.
- c. If the contractor with an actual or potential OCI believes the conflict can be avoided, neutralized, or mitigated, the contractor shall submit a mitigation plan to the Government for review.

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- d. In addition to the mitigation plan, the FEDSIM CO may require further information from the contractor. The FEDSIM CO will use all information submitted by the contractor, and any other relevant information known to GSA, to determine whether an award to the contractor may take place, and whether the mitigation plan adequately avoids, neutralizes, or mitigates the OCI.
- e. If any such conflict of interest is found to exist, the FEDSIM CO may determine that the conflict cannot be avoided, neutralized, mitigated, or otherwise resolved to the satisfaction of the Government and the contractor may be found ineligible for award. Alternatively, the FEDSIM CO may determine that it is otherwise in the best interest of the U.S. to contract with the contractor and include the appropriate provisions to avoid, neutralize, mitigate, or waive such conflict in the contract awarded.

The following attachments are attached, either in full text or electronically.

ATTACHMENT	TITLE
A	COR Appointment Letter
B	Acronym List
C	Incremental Funding Chart
D	Sample Problem Notification Report
E	Sample Monthly Status Report
F	Trip Report Template
G	Deliverable Acceptance-Rejection Report
H	Organizational Conflict of Interest (OCI) Statement
I	Corporate Non-Disclosure Agreement (NDA) Template
J	RESERVED
K	Travel Authorization Request (TAR) Template (electronically attached .xls)
L	Consent to Purchase Template (electronically attached .xls)
M	Price Excel Workbook Template (To be removed at time of award)
N	Project Staffing Plan Template (To be removed at time of award)
O	Project Staffing Plan Template (To be removed at time of award)
P	SECO Program Briefing

Q	SECO Technical References
R	Reporting Requirements
S	Glossary of Terms
T	Outbound Call Categories
U	Call tiers
V	QASP